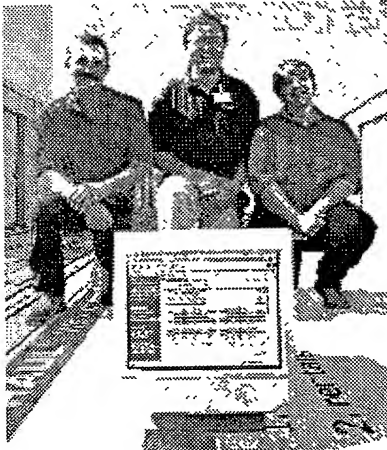




Web Self-Storage

Storage that's Easier
[Home](#) | [Customer Sign In](#) | [Dealer/Affiliate Sign In](#) | [Contact Us](#) | [Free Demo!](#)

Business Sign On



From Coast to Coast.
Satisfied Web Self-Storage users

Want to try it before you buy
it?

For a free demo, [Click Here](#)

Login ID:

Password:

Log In

Are you ready to put the power of
Web Self-Storage to use for your
company?

As a business owner what do I need to run Web
Self-Storage?

All you need to run Web Self-Storage is an internet connection
into your business and Internet Explorer 5.5 or greater.

Internet Explorer 6.0 now available. Click to download

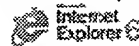


FIG. 1

[Home](#) | [Customer Sign In](#) | [Dealer/Affiliate Sign In](#) | [Contact Us](#) | [Free Demo!](#)

10087193.022802

User...

Change Password
Room/Truck Chart
Storage Messenger
Storage Note Pad
Training

Management...

Inventory Menu
Site Menu
Management Menu

Other Links...

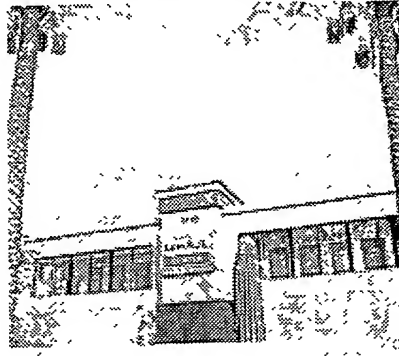
U-Haul Dealer
U-Haul GM

Miscellaneous...

Program Feedback
Meet The Team

WebSelfStorage - MOJIBI, KATHY

Support Phone Number 1-877-626-4455



New Customer

20 ~ [] [] [] [] MOVE IN

30 ~ [] [] [] [] RESERVATION

Existing Customer

40 ~ [] [] [] [] × [] [] [] [] TAKE A PAYMENT

50 ~ [] [] [] [] MOVE OUT

60 ~ [] [] [] [] ↑ [] [] [] [] VIEW CONTRACT

70 ~ [] [] [] [] TRANSFER

Lookups

80 ~ [] [] [] [] ↑ [] [] [] [] OPEN CONTRACTS

90 ~ × [] [] [] [] AUTHORIZED ACCESS

100 ~ [] [] [] [] REPORT LIST

Log Out

FIG. 2

20031019 16:2807

Customer Contact Access Users Room Gate Access Payment Plan Invoicing Payment

Choose A Customer Type ~ 201

- 202 — ☐ Business
203 — ☐ Corporate
204 — ☒ Individual
205 — ☐ System Use

Cancel contract neXt
(Access Key: B) (Access Key: X)

FIG. 3

20037193-023802

Customer	Contact	Access Users	Room	Gate Access	Payment Plan	Invoicing	Payment
----------	---------	--------------	------	-------------	--------------	-----------	---------

210 → **Search Customer Information**

212 First Name: 214 Last Name:

Enter At Least One Field Before Beginning Search

(Access Key: C) (Access Key: F) (Access Key: K)

(Access Key: A)

(Access Key: M)

FIG. 4

20087193.023802
20087193.023802

Customer	Contact	Access Users	Room	Gate Access	Payment Plan	Invoicing	Payment
Individual Customer Results							
<input checked="" type="checkbox"/>	NAME	PHONE	ADDRESS	CITY	STATE	ZIP	
<input checked="" type="checkbox"/>	JOE SMITH	(310)555-1212	123 PENNY LANE	LOS ANGELES	CA	90066	
<input checked="" type="checkbox"/>	JOEL SMITH	(702)558-5119	803 ZINNIA CIR	HENDERSON	NV	89015	
<input checked="" type="checkbox"/>	JOEY SMITH	(480)227-6676	249 E SCOTT AVE	GILBERT	AZ	85234	

☒ = Selects The Customer

Back Add
(Access Key: B) (Access Key: A)

Main
(Access Key: M)

FIG. 5

Customer Contact Access Users Room Gate Access Payment Plan Invoicing Payment

220

IMPORTANT, Please Verify Customer's Information!

Individual Customer Information

221 First Name: JOE Last Name: SMITH

Address: 123 PENNY LANE

Apt No:

Address2:

222

City: LOS ANGELES

State: CA

Zip: 90066

Home Phone: (310) 555-1212

Ext:

223

Work Phone: () -

Ext:

224 SS# or Secondary ID:

CC Expiration Month/Year: /

225 Driver Lic. or State ID:

State:

Exp Date: /

226 Employer Name:

Phone: () -

227 E-Mail Address: JSMITH@AOL.COM

228 Tax Exempt ☐ Number:

Required Fields

Cancel Contract

Back

neXt

(Access Key: C)

(Access Key: B)

(Access Key: X)

Main

(Access Key: M)

FIG. 6

208220 EST 2800T

Customer **Contact** ²³⁰ Access Users Room Gate Access Payment Plan Invoicing Payment

↑
To Assure Notification In Case Of Fire, Flood, Burglary or Break-In

Click The ADD Button To Create A New Contact

²³² **Add**
(Access Key: A)

Cancel contract

(Access Key: C)

Back

(Access Key: B)

Main

(Access Key: M)

FIG. 7

10087193.032902
20020219 14:28:00

Customer **Contact** Access Users Room Gate Access Payment Plan Invoicing Payment

**To Assure Notification In Case Of Fire, Flood, Burglary or Break-In**

233 { First Name: _____
Last Name: _____

234 Phone No: () - Ext:

235 { Address: _____
City: _____ State: Zip: -

236 E-Mail Address: _____

Required Fields

Back

Save

(Access Key: B)

(Access Key: S)

FIG. 8

200220 EST 2002

Customer Contact Access Users Room Gate Access Payment Plan Invoicing Payment

240 ~ Authorized Access Individual

241 { First Name:
Last Name:

242 { Phone No: () - Ext:

243 { Address:
City: State: Zip: -

Required Fields



Back


Save

(Access Key: B) (Access Key: S)

FIG. 9

2002/02/19 10:07:19 EST

Customer	Contact	Access Users	Room	Gate Access	Payment Plan	Invoicing	Payment
Authorized Access Individuals							
	NAME	PHONE	ADDRESS	CITY	STATE	ZIP	
	JOE SMITH						
	JANE SMITH						

 = Edits The Individual's Record  = Delete The Individual's Record

Add

 (Access Key: A)

Cancel contract

 (Access Key: C)

Back

 (Access Key: B)

neXt

 (Access Key: X)

Main

 (Access Key: M)

FIG. 10

Customer Contact Access Users Room Gate Access Payment Plan Invoicing Payment

250

Available Rooms

Input The Desired Room #

25 2

Add

(Access Key: A)

- or -

Select A Product Type ~ 254

258

All
CRATE
RV
SPLIT LEVEL

255

Display list

(Access Key: D)

Select A Room Size ~ 256

257

All
5X4X6
5X5X5
20X15X10

- or -

View list

(Access Key: V)

Type Room Number, Select Product Type, Or Select Room Size

Cancel contract

(Access Key: C)

Back

(Access Key: B)

FIG. 11

2008.02.20 16:28:07

260

Customer Contact Access Users Room Gate Access Payment Plan Invoicing Payment

261 262 263 264 265

Select The Desired Room From The List Below

ROOM	SIZE	PRODUCT	DESCRIPTION	RATE
<input type="checkbox"/> 1525	5X4X6	CRATE	56 COVERED NOCLIMATE	\$180.00
<input type="checkbox"/> 1670	5X5X5	CRATE	1 COVERED NOCLIMATE	\$16.00
<input type="checkbox"/> 189	5X5X5	CRATE	1 COVERED NOCLIMATE	\$16.00
<input type="checkbox"/> 193	5X5X5	CRATE	1 COVERED NOCLIMATE	\$16.00
<input type="checkbox"/> 195	5X5X5	CRATE	1 COVERED NOCLIMATE	\$16.00
<input type="checkbox"/> 197	5X5X5	CRATE	1 COVERED NOCLIMATE	\$16.00
<input type="checkbox"/> K0002	20X15X10	RV	99 STREET NOCLIMATE	\$17.00
<input type="checkbox"/> 1655	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1656	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1657	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1658	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1659	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1664	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1665	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1666	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1667	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1668	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1669	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1673	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1674	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1675	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1676	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1677	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1678	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1679	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1681	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1683	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1684	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1685	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1688	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1689	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1672	25X25X10	RV	1 STREET NOCLIMATE	\$44.95
<input type="checkbox"/> 9898	25X25X10	RV	1 STREET NOCLIMATE	\$44.95

☐ = Selects The Room

Back

(Access Key: B)

FIG.12

Customer Contact Access Users Room Gate Access Payment Plan Invoicing Payment

Input The Next Bill And Expected Vacate Date

Next Bill Date: 3 / 19 / 2002 — 266

Edit Date If Customer Request A Different Bill Date

Vacate Date: / / — 267

Leave Blank If Vacate Date Is Not Known

Select Services To Be Attached To This Room

ROOM	SIZE	PRODUCT	DESCRIPTION	SQ.FT.	BILL	RENT
1525	5X4X6	CRATE	56 COVERED NOCLIMATE	20	3/19/2002	\$180.00

270 →

IMPORTANT CUSTOMER ALERT:

If customer has **not** elected the SafeStor Protection they must **READ** and **SIGN** the Self-Storage Insurance Addendum. A copy of the signed addendum must be retained in their file.

☐ Check that Addendum has been completed

Need Addendum form? Click to print.

275

DESCRIPTION

- ☐ SAFESTOR \$10,000
- ☐ SAFESTOR \$15,000
- ☐ SAFESTOR \$4,000
- ☐ ACCESS CARD REPLACEMENT
- ☐ \$10 DOLLAR DISCOUNT
- ☐ 1 MONTH FREE
- ☐ 20% SYSTEM MEMBER
- ☐ COLLEGE PROMOTION
- ☐ DUMPSTER 1/4TH
- ☐ DUMPSTER 1/4TH
- ☐ DUMPSTER 1/4TH

AMOUNT

- \$18.00
- \$24.00
- \$6.00
- \$10.00
- (\$10.00)
- (100.00)%
- (20.00)%
- (\$10.00)
- \$16.75
- \$17.50
- \$19.00

271

272

273

274

Required Field

Back

Save

(Access Key: B) (Access Key: S)

FIG. 13

Customer Contact Access Users Room Gate Access Payment Plan Invoicing Payment

↑
Available Rooms

Input The Desired Room #

Add

(Access Key A)

- or -

Select A Product Type

All
CRATE
RV
SPLIT LEVEL

Display list

(Access Key D)

Select A Room Size

All
5X5X5
20X15X10
20X20X8

View list

(Access Key V)

Selected Room And Services Information

280
↓
282
283

ROOM	SIZE	PRODUCT	DESCRIPTION	SQ.FT.	BILL	RENT
1525	5X4X6	CRATE	56 COVERED NOCLIMATE	20	2/19/2002	\$180.00
RECURRING SERVICES						AMOUNT
1670	5X5X5	CRATE	1 COVERED NOCLIMATE	25	2/19/2002	\$16.00
RECURRING SERVICES						AMOUNT
1685	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	400	2/19/2002	\$18.00
RECURRING SERVICES						AMOUNT
9898	25X25X10	RV	1 STREET NOCLIMATE	625	2/19/2002	\$44.95
RECURRING SERVICES						AMOUNT

Type Room Number, Select Product Type, Or Select Room Size

= Add Services To Room = Delete A Room And/Or Services

Cancel contract

(Access Key: C)

Back

(Access Key: B)

neXt

(Access Key: X)

FIG. 14

Customer Contact Access Users Room Gate Access Payment Plan Invoicing Payment

285
Gate Access Security Codes

286

PASSWORD	ZONE	ROOM	SIZE	PRODUCT	DESCRIPTION
	1	1525	5X4X6	CRATE	56 COVERED NOCLIMATE
	1	1670	5X5X5	CRATE	1 COVERED NOCLIMATE
	1	1685	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE
	1	9898	25X25X10	RV	1 STREET NOCLIMATE

Required Fields

Cancel Contract

(Access Key: C)

Back

(Access Key: B)

neXi

(Access Key: X)

FIG. 15

10087193.022302

Customer Contact Access Users Room Gate Access **Payment Plan** Invoicing Payment

↑ 400

Credit Card Auto Payment Plan List

414 { **USE THIS CREDIT CARD**

	ROOM	SIZE	PRODUCT	DESCRIPTION
VISA,4321321321321 ,05/02	1525	5X4X6	CRATE	56 COVERED NOCLIMATE
None...	1670	5X5X5	CRATE	1 COVERED NOCLIMATE
VISA,4321321321321 ,05/02	1685	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE
None...	9898	25X25X10	RV	1 STREET NOCLIMATE

Required Field

Add a credit card

(Access Key: A)

Cancel contract

(Access Key: C)

Back

(Access Key: B)

neXt

(Access Key: X)

FIG. 16

2003220" E6T2800T

Customer Contact Access Users Room Gate Access **Payment Plan** Invoicing Payment

Auto Payment Credit Card Information

CARD TYPE ACCOUNT NUMBER EXP DATE NAME ON CARD

VISA 4321321321321 05 / 02 Joe Smith

402 403 404 405

Required Fields

Back

Save

(Access Key: B) (Access Key: S)

FIG. 17

20030206 15:02:00

Customer Contact Access Users Room Gate Access **Payment Plan** Invoicing Payment

↑ / 410
Auto Payment Credit Cards

	CARD TYPE	ACCOUNT NUMBER	EXP DATE	NAME
🏠 🔧	VISA	4321321321321	05/02	JOE SMITH

🏠 = Edits Credit Card Information 🔧 = Deletes Credit Card Information

412 ~ Add
(Access Key: A)

Back

(Access Key: B)

FIG. 18

20097193 022902

Customer Contact Access Users Room Gate Access Payment Plan Invoicing Payment

215 ~ Choose Invoice Billing Cycle

BILLING CYCLE	ROOM	SIZE	PRODUCT	DESCRIPTION	WAIVE FEE
Auto Pay Room	1525	5X4X6	CRATE	56 COVERED NOCLIMATE	<input type="checkbox"/>
216 ~ MONTHLY	1670	5X5X5	CRATE	1 COVERED NOCLIMATE	<input type="checkbox"/>
Auto Pay Room	1685	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	<input type="checkbox"/>
217 ~ QUARTERLY	9898	25X25X10	RV	1 STREET NOCLIMATE	<input type="checkbox"/>

Required Field

(Monthly=\$2.00 Quarterly=\$10.00 Semiannual=\$15.00 Annual=\$20.00)

Back

neXt

(Access Key: B) (Access Key: X)

FIG. 19

20020919 15:22:00

Customer	Contact	Access Users	Room	Gate Access	Payment Plan	Invoicing	Payment
421	422	425	Fees Due				426
DUE	ROOM	DESCRIPTION	FEE	QTY	TAX	TOTAL	
2/19/2002	1525	RENT	\$180.00	1	\$6.30	\$186.30	
2/19/2002	1685	RENT	\$18.00	1	\$0.63	\$18.63	
2/19/2002	9898	RENT	\$44.95	1	\$1.57	\$46.52	
2/19/2002	1670	RENT	\$16.00	1	\$0.56	\$16.56	
Balance Due:						\$268.01	

☐ = Waives Fees

432	430	434
Add future	Take payment	Sales Items
(Access Key: A)	(Access Key: T)	(Access Key: S)
		Write-off
		(Access Key: W)

Ledger	Main
(Access Key: L)	(Access Key: M)

FIGURE 20

Sales Item Selection Page**Select A Room To Add A Sales Item Too**

438 -

ROOM	SIZE	PRODUCT	DESCRIPTION
<input type="radio"/> 1525	5X4X6	CRATE	56 COVERED NOCLIMATE
<input type="radio"/> 1670	5X5X5	CRATE	1 COVERED NOCLIMATE
<input type="radio"/> 1685	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE
<input type="radio"/> 9898	25X25X10	RV	1 STREET NOCLIMATE

436

Select The Sales Item To Add Below

437

PART NO.	DESCRIPTION	QTY	RATE
<input checked="" type="radio"/> 100	COOL LOCKS	0	\$50.95
<input type="radio"/> 101	REAL MUD PIES	499	\$5.00
<input type="radio"/> 102	PYTHON SNAKES	3	\$299.95
<input type="radio"/> 103	CAN OPENERS	100	\$19.95
<input type="radio"/> 104	1 FREE HAND CAR WASH	1	\$59.95

CancelSave

FIG. 21

2003/02/19 16:28:00

440

Select Room(s) To Take A Payment

442

	ROOM	SIZE	PRODUCT	DESCRIPTION	PAID THRU RATE	
<input checked="" type="checkbox"/>	1525	5X4X6	CRATE	56 COVERED NOCLIMATE	2/19/2002	\$180.00
<input checked="" type="checkbox"/>	1670	5X5X5	CRATE	1 COVERED NOCLIMATE	2/19/2002	\$16 00
<input checked="" type="checkbox"/>	1685	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	2/19/2002	\$18.00
<input type="checkbox"/>	9898	25X25X10	RV	1 STREET NOCLIMATE	2/19/2002	\$44 95

Check The Box Of The Room or Rooms For Which You Are Taking Payment

Back

neXt

(Access Key: B) (Access Key: X)

FIG. 22

20030220 16:51:28001

Customer Contact Access Users Room Gate Access Payment Plan Invoicing Payment

444 ~ Fees Due

DUE	ROOM	DESCRIPTION	FEE	QTY	TAX	TOTAL
2/19/2002	1670	RENT	\$16.00	1	\$0.56	\$16.56
2/19/2002	1525	RENT	\$180.00	1	\$6.30	\$186.30
2/19/2002	1685	RENT	\$18.00	1	\$0.63	\$18.63

Balance Due: \$221.49

IMPORTANT CUSTOMER ALERT:

If customer has not previously purchased SafeStor remind them that U-Haul does not insure their goods. Ask them about **Safestor**.

If customer is electing to discontinue Safestor coverage they must READ and SIGN the Storage Insurance Addendum requesting a waiver. A copy of the signed Storage Insurance Addendum (waiver) must be retained in their file. Need Addendum form? Click to print.

Select Payment Type 450

Payment Type: CREDIT

Required Field

Back neXt
(Access Key: B) (Access Key: X)

FIG. 23

2008/02/19 10:08:49 EST/EST

Customer Contact Access Users Room Gate Access Payment Plan Invoicing Payment

452 ~ Cash Payment

Cash Amount	
Amount Collected:	454
Total Due:	\$221.49
Change:	0.00
458 <input type="checkbox"/> Apply Change As Credit To Account	

Required Field


Back	Cancel	Save
(Access Key: B)	(Access Key: C)	(Access Key: S)

FIG. 24

2002-09-19 10:06:19

Customer Contact Access Users Room Gate Access Payment Plan Invoicing **Payment**

460 ~ Check Information

Customer's Check	
461 — Check Type: Choose ... 	Total Due: \$221.49
462 — Check Number: <input type="text"/>	Amount: <input type="text" value="4685"/>
463 — Bank Number: <input type="text"/>	Account Number: <input type="text" value="464"/>

Required Fields


 Back	Cancel	Save
(Access Key: B)	(Access Key: C)	(Access Key: S)

FIG. 25

20020719 022002

Customer Contact Access Users Room Gate Access Payment Plan Invoicing **Payment**

466 ~ Coupon Payment

Coupon	
	Total Due: \$221.49
467 ~ Type:	<input type="text" value="Choose . . ."/>
468 ~ Coupon Number:	<input type="text"/>
469 ~ Amount Collected:	<input type="text"/>

Required Fields

Back	Cancel	Save
(Access Key: B)	(Access Key: C)	(Access Key: S)

FIG - 26

20030301 051200T

Customer Contact Access Users Room Gate Access Payment Plan Invoicing **Payment**



470 ~ Credit Card Payment

Credit Card	
471	Card Type: Choose... ▼ Total Due: \$221.49
472	Account Number: <input type="text"/>
473	Name On Credit Card: <input type="text"/>
474	Expiration Date: <input type="text"/> / <input type="text"/>
475	Amount Collected: <input type="text"/>

Required Fields

Back	Cancel	Save
(Access Key: B)	(Access Key: C)	(Access Key: S)

FIG. 27

20020719 02:00

Customer Contact Access Users Room Gate Access Payment Plan Invoicing **Payment**

476

Money Order Payment

Money Order	
477 — Order Number:	
478 — Amount Collected:	
Total Due:	\$221.49
479 — Change:	0.00
458 — <input type="checkbox"/> Apply Change As Credit To Account	

Required Fields

Back	Cancel	Save
(Access Key: B)	(Access Key: C)	(Access Key: S)

FIG. 28

200207193.032302

Customer	Contact	Access Users	Room	Gate Access	Payment Plan	Invoicing	Payment
480 ~ Fees Due							\$
DUE	ROOM	DESCRIPTION	FEE	QTY	TAX	TOTAL	
2/19/2002	9898	RENT	\$44 95	1	\$1 57	\$46.52	
Balance Due:							\$46.52

☉ = Waives Fees

Add future	Take payment	Sales Items	Write-off
(Access Key A)	(Access Key T)	(Access Key S)	(Access Key W)

482 ~ Payments Collected			
TYPE	NUMBER	EXP. DATE	AMOUNT
MO	1234	/	\$221.49
Total Paid:			\$221.49

490 ~	Ledger	Main
	(Access Key L)	(Access Key M)

FIG. 29

2008220 FEB 28 2002

Room/Payment History

Contract No: 990019-00000000

Customer: JOE SMITH

Show Me

60 Days

Order

Ascending

Show Rooms

ALL

Balance Due

497 \$46.52

PAID	DUE	THRU	ROOM	DESCRIPTION	RATE	QTY	TAX	TOTAL	BALANCE
------	-----	------	------	-------------	------	-----	-----	-------	---------

491	✓	2/19/2002	3/18/2002	1670	RENT	\$16 00	1	\$0.56	\$16 56	\$16 56
	✓	2/19/2002	3/18/2002	9898	RENT	\$44 95	1	\$1.57	\$46 52	\$63 08
	✓	2/19/2002	3/18/2002	1525	RENT	\$180.00	1	\$6.30	\$186.30	\$249.38
	✓	2/19/2002	3/18/2002	1685	RENT	\$18 00	1	\$0 63	\$18 63	\$268 01
492	✓	2/19/2002			MONEY ORDER				(\$221.49)	\$46.52

\$ = View Payment Detail ✓ = Paid In Full ⊖ = Reversed Charge ⊙ = Waives Selected Fee

Take payment

Main

(Access Key: T)

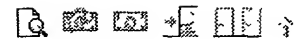
(Access Key: M)

FIG. 30

10087193.022802

WebSelfStorage

RENTAL AGREEMENT



CONTRACT BALANCE DUE: \$46.52

ACCOUNT TYPE: INDIVIDUAL

CONTRACT NO: 990019-00000000

Customer Information

First Name JOE	Last Name SMITH	Driver's License Number	State	Expiration Date	
Street Address 123 PENNY LANE		City LOS ANGELES	State CA	Zip 90066	Social Security Number
Home Phone (310)555-1212	Work Phone	Employer's Name		Employer's Phone	

Alternate Contact

Last Name SMITH	First Name JOE	Home Phone	
Street Address		City	State Zip

Authorized Access Person(s)

Last Name SMITH	First Name JOE	Last Name SMITH	First Name JANE	Last Name	First Name
--------------------	-------------------	--------------------	--------------------	-----------	------------

Room Information

Room	Size	Status	Autopay	Bal Due	Moved In	Next Due	Access Code	Invoice Billing	Rate
1525	5X4X6	CURRENT	YES	\$0.00	2/19/2002	3/19/2002	32	NO	\$180.00
1670	5X5X5	CURRENT	NO	\$0.00	2/19/2002	3/19/2002	43	MONTHLY	\$16.00
1685	20X20X8	CURRENT	YES	\$0.00	2/19/2002	3/19/2002	54	NO	\$18.00
9898	25X25X10	DELINQUENT	NO	\$46.52	2/19/2002	2/19/2002	65	QUARTERLY	\$44.95

Services

Description	Start Date	Room	Next Due	Amount

Credit Card Payment Plan - Optional

Room	Size	Type	Card Number	Expiration Date
1525	5X4X6	VISA	4321321321321	05/02
1685	20X20X8	VISA	4321321321321	05/02

Room/Payment History

Pay Date	Receipt Number	Type	Number	Auth Code	Amount
2/19/2002 7:07:02 PM		MO	1234		\$221.49

Notes

Notes

Cancel contract

(Access Key: C)

FIG. 31

Customer	Location	Room	Move-In Date	Payment
↑	210	Search Customer Information		
<hr/>				
First Name: <input type="text"/>		Last Name: <input type="text"/>		
<hr/>				

Enter At Least One Field Before Beginning Search

<input type="button" value="Clear Reservation"/>	<input type="button" value="Find"/>	<input type="button" value="Skip"/>
(Access Key: C)	(Access Key: F)	(Access Key: K)

<input type="button" value="Advanced search"/>
(Access Key: A)
<input type="button" value="Main"/>
(Access Key: M)

FIG. 32

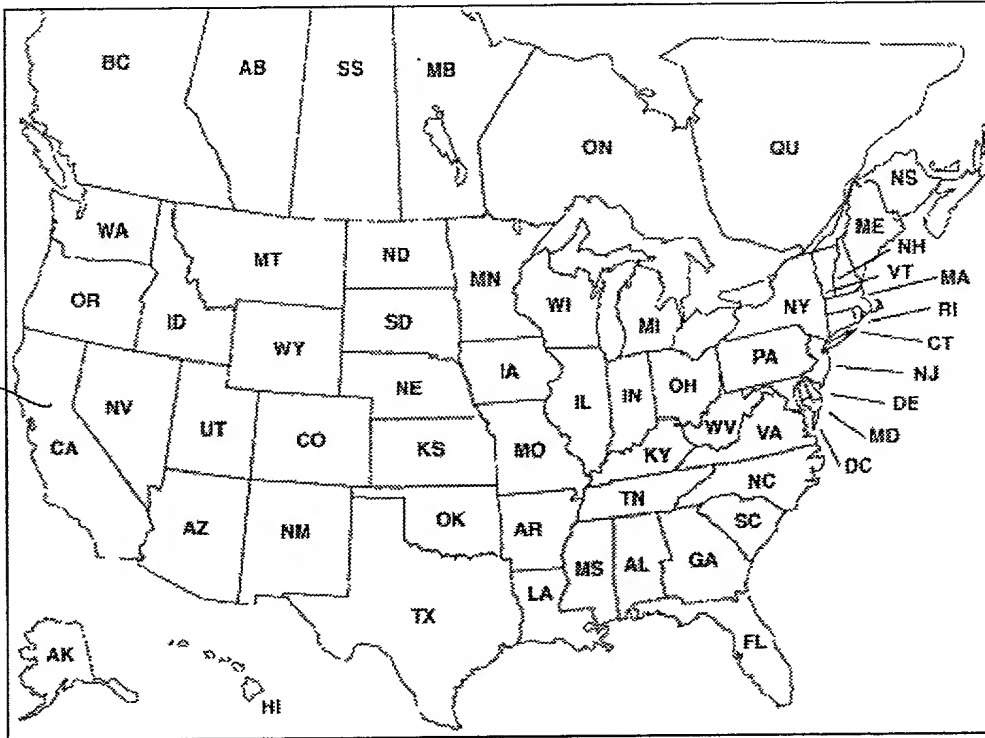
20020220 16:02:00

Customer Location Room Move-In Date Payment

301

Key In The Entity/State or Select The State To Choose A Location Below

Entity: - or - State:



Clear reservation

(Access Key: C)

Back

(Access Key: B)

neXt

(Access Key: X)

Main

(Access Key: M)

FIG. 33

Customer	Location	Room	Move-In Date	Payment
----------	----------	------	--------------	---------

303

CA - Choose A City From The List Below

<u>ALTADENA</u>	<u>ANAHEIM</u>	<u>BAKERSFIELD</u>
<u>BARSTOW</u>	<u>BELMONT</u>	<u>BURBANK</u>
<u>CANYON COUNTRY</u>	<u>CARLSBAD</u>	<u>CATHEDRAL CITY</u>
<u>CHATSWORTH</u>	<u>CHICO</u>	<u>CHULA VISTA</u>
<u>CITY OF INDUSTRY</u>	<u>CORONA</u>	<u>COVINA</u>
<u>DUBLIN</u>	<u>EL CAJON</u>	<u>EL CENTRO</u>
<u>ESCONDIDO</u>	<u>FONTANA</u>	<u>FREMONT</u>
<u>FULLERTON</u>	<u>GARDEN GROVE</u>	<u>GARDENA</u>
<u>GLENDALE</u>	<u>GLENDORA</u>	<u>INGLEWOOD</u>
<u>LA HABRA</u>	<u>LANCASTER</u>	<u>LEMON GROVE</u>
<u>LIVERMORE</u>	<u>LODI</u>	<u>LONG BEACH</u>
<u>LOS ANGELES</u>	<u>LOS ANGELES NORTH</u>	<u>LYNWOOD</u>
<u>NORTHRIDGE</u>	<u>OCEANSIDE</u>	<u>ONTARIO</u>
<u>PASADENA</u>	<u>POMONA</u>	<u>POWAY</u>
<u>REDWOOD CITY</u>	<u>RIALTO</u>	<u>ROSEMEAD</u>
<u>SACRAMENTO EAST</u>	<u>SACRAMENTO WEST</u>	<u>SAN BERNARDINO</u>
<u>SAN CLEMENTE</u>	<u>SAN DIEGO</u>	<u>SAN FRANCISCO</u>
<u>SAN JOSE</u>	<u>SANTA ANA</u>	<u>SANTA BARBARA</u>
<u>SANTA ROSA</u>	<u>SEPULVEDA</u>	<u>SPRING VALLEY</u>
<u>STOCKTON</u>	<u>TUSTIN</u>	<u>UKIAH</u>
<u>VACAVILLE</u>	<u>WESTMINSTER</u>	<u>WHITTIER</u>

Clear Reservation

(Access Key: C)

Back

(Access Key: B)

Main

(Access Key: M)

FIG.34

304

Customer	Location	Room	Move-In Date	Payment
----------	----------	------	--------------	---------

NORTHRIDGE, CA - Choose A Location From The List Below

%OCC	ENTITY	NAME	ADDRESS	PHONE
<input checked="" type="checkbox"/> 96 88% <input type="checkbox"/>	711085	U-HAUL NORTHRIDGE	18160 PARTHENIA ST	(818)993-7470

☒ = Entity Does Accept Remote Reservations ☐ = Entity Does Not Accept Remote Reservations

Clear Reservation**Back**

(Access Key: C)

(Access Key: B)

Main

(Access Key: M)

FIG. 35

10087193.022802

Customer Location Room Move-In Date Payment

Selected Rooms

SIZE PRODUCT FL ELEV CLIMATE BONUS SQ.FT. RATE
 10X5X9 INTERIOR 0 STREET CLIMATE 50 \$84.95

Move-In Date: 3/1/2002

Available Rooms

room/truck equivalency chart

306
 307 308 309 310 311 312 313 314 315
 SIZE PRODUCT FL ELEV CLIMATE BONUS SQ.FT. VACANT % OCC RATE
 4X10X9 INTERIOR 0 STREET CLIMATE 40 0 100% \$69.95
 4X10X12 INTERIOR 3 STREET CLIMATE 40 0 100% \$69.95
 5X5X9 INTERIOR 1 STREET CLIMATE 25 0 100% \$74.95
 5X5X9 INTERIOR 3 STREET CLIMATE 25 0 100% \$64.95
 5X10X9 INTERIOR 0 STREET CLIMATE 50 0 100% \$84.95
 5X10X9 INTERIOR 1 STREET CLIMATE 50 0 100% \$99.95
 5X10X9 INTERIOR 2 STREET CLIMATE 50 1 99% \$84.95
 5X10X12 INTERIOR 3 STREET CLIMATE 50 6 95% \$84.95
 9X8X9 INTERIOR 0 STREET CLIMATE 72 0 100% \$89.95
 10X5X9 INTERIOR 0 STREET CLIMATE 50 1 90% \$84.95
 10X5X9 INTERIOR 2 STREET CLIMATE 50 0 100% \$84.95
 10X5X12 INTERIOR 3 STREET CLIMATE 50 0 100% \$84.95
 10X10X9 INTERIOR 0 STREET CLIMATE 100 4 95% \$149.95
 10X10X9 INTERIOR 1 STREET CLIMATE 100 0 100% \$164.95
 10X10X9 INTERIOR 2 STREET CLIMATE 100 1 98% \$149.95
 10X10X12 INTERIOR 3 STREET CLIMATE 100 5 91% \$149.95
 10X15X9 INTERIOR 0 STREET CLIMATE 150 0 100% \$204.95
 10X15X9 INTERIOR 1 STREET CLIMATE 150 0 100% \$219.95

(Room Size Dimensions are in Width x Length x Height Format)

Clear Reservation

Back

neXt

(Access Key: C)

(Access Key: B)

(Access Key: X)

FIG. 36

Customer Location Room Move-In Date Payment

Selected Size

SIZE	PRODUCT	FLOOR	ELEV	CLIMATE	BONUS	SQ.FT.	RATE
10X5X9	INTERIOR	0	STREET	CLIMATE		50	\$84 95

Input The Move-In Date

Date:

/ /

320

Required Fields

Cancel

Save

(Access Key: C) (Access Key: S)

FIG-37

2008220" E6T/800T

Contract/Reservation Search Engine

Type: View Cancelled Contracts: ☐Contract Number: Storage Unit: First Name: Last Name: Phone Number: () - Credit Card Number: Business Name: Corporate Account #: System Use Entity Number: Receipt Number: Reservation Cancellation#:

Required Fields

Enter At Least One Field Before Beginning Search

(Access Key: B)

(Access Key: F)

FIG. 38

Customer Contact Access Users **Room** Gate Access Payment Plan Invoicing Payment

↑
Available Rooms

Input The Desired Room #

Add

(Access Key A)

- or -

Select A Product Type

All
CRATE
RV
SPLIT LEVEL

Display list

(Access Key: D)

Select A Room Size

All
5X4X6
5X5X5
5X5X8

View list

(Access Key V)

Selected Room And Services Information

	ROOM	SIZE	PRODUCT	DESCRIPTION	SQ.FT.	BILL	RENT
501	179	5X5X8	SPLIT LEVEL	2 STREET NOCLIMATE	25	1/27/2002	\$91 00
502				RECURRING SERVICES			AMOUNT

🏠 = Add Move Out Services To Room 🗑 = Move Out Of Room / Delete A Service

Back

(Access Key: B)

FIG. 39

20020220 15:02:20

Customer	Contact	Access Users	Room	Gate Access	Payment Plan	Invoicing	Payment
701							
Select A Room And Any Service(s) To Transfer Out							
ROOM	SIZE	PRODUCT	DESCRIPTION		BALANCE		RATE
<input checked="" type="checkbox"/> 195	5X5X5	CRATE	1 COVERED NOCLIMATE		\$0.00		\$16.00
RECURRING SERVICES							

\$ = Takes Payment ☒ = Selects Room

Main
(Access Key: M)

FIG. 40

2002/03/26 10:08:19

Customer Contact Access Users Room Gate Access Payment Plan Invoicing Payment

Select A Room From The List Below To Transfer In

Transfer Out Room				
ROOM	SIZE	PRODUCT	DESCRIPTION	RATE
195	5X5X5	CRATE	1 COVERED NOCLIMATE	\$16.00

702
↓

Transfer In Rooms Available				
ROOM	SIZE	PRODUCT	DESCRIPTION	RATE
<input type="checkbox"/> 131	5X5X8	SPLIT LEVEL	2 STREET NOCLIMATE	\$91.00
<input type="checkbox"/> 1668	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1672\	25X25X10	RV	1 STREET NOCLIMATE	\$44.95
<input type="checkbox"/> 1684	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1685	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1688	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 1689	20X20X8	SPLIT LEVEL	1 STREET NOCLIMATE	\$18.00
<input type="checkbox"/> 179	5X5X8	SPLIT LEVEL	2 STREET NOCLIMATE	\$91.00
<input type="checkbox"/> 189	5X5X5	CRATE	1 COVERED NOCLIMATE	\$16.00
<input type="checkbox"/> 197	5X5X5	CRATE	1 COVERED NOCLIMATE	\$16.00
<input type="checkbox"/> 25689	6X6X654	CRATE	ASD COVERED NOCLIMATE	\$59.00
<input type="checkbox"/> TESTX03	5X4X6	CRATE	56 COVERED NOCLIMATE	\$180.00

☐ = Selects Room

Back

(Access Key: B)

F16.41

200220 EST 2800T 10087193 022802

Customer Contact Access Users Room Gate Access Payment Plan Invoicing Payment

Balance of Transfer Out And Transfer In Rooms

Transfer Out Room

ROOM SIZE	PRODUCT	DESCRIPTION	RATE	QTY	TAX	ADJUSTED CREDIT
195	5X5X5 CRATE	1 COVERED NOCLIMATE	\$16.00	0.12	\$0.07	(\$1.99)
Adjusted Room Credit:						(\$1.99) ~703

Transfer In Room

ROOM SIZE	PRODUCT	DESCRIPTION	RATE	QTY	TAX	ADJUSTED CHARGE
Add Future Months By Changing the Quantity For The Room New Qty = 0.12						
131	5X5X8 SPLIT LEVEL	2 STREET NOCLIMATE	\$91.00	0.12	\$0.38	\$11.30
Adjusted Room Charge:						\$11.30 ~704
Balance Due:						\$9.31

Transfer room

(Access Key: T)

Cancel contract

(Access Key: C)

Back

(Access Key: B)

F16.42

10087193.022803
20220206 16:28:00

Storage Report List**Audit Reports****Auto Payment Customers****Cash Drawer Summary****Collection Worksheet****Current Open Contracts****Downloaded Reservations****Expiring Credit Cards****Facility Utilization Summary****Failed Auto Payments****Invoicing Customers****Lock Action****Move Out****Nightly Batch Letters****Nightly Batch Status****No Show Reservations****Rent Roll****Rooms Available****Rooms With Adjusted Rates****Rooms To Auction****SAFESTOR Coverage****Security Access Codes****Security Access In/Out****Unit Mix****Unit Price List****Walk Around****Who Is Logged In**

Click On An Underlined Title To View The Report

Close

FIG. 43

FIG 44

Room Inventory

Entity: 990019

1-100 | 101-200 | 201-300 | 301-400 | 401-432 | All

Date: 2/26/2002

ROOM	SIZE	DESCRIPTION	STATUS	COM RMS	RATE
0001	2X2X2	3 STREET HEATED	OCCUPIED		\$33 00
001	1X1X2	1 COVERED NOCLIMATE	OCCUPIED		\$4 00
002B	1X1X2	1 COVERED NOCLIMATE	OCCUPIED		\$4 00
0922	5X5X8	2 STREET NOCLIMATE	OCCUPIED		\$91.00
1	9X9X9	6 STREET NOCLIMATE	DELINQUENT		\$120.00
1001	5X5X8	2 STREET NOCLIMATE BONUS	LIEN		\$91.00
1003	5X5X8	2 STREET NOCLIMATE BONUS	DELINQUENT		\$91.00
1004	5X5X8	2 STREET NOCLIMATE BONUS	DELINQUENT		\$91 00
1005	5X5X8	2 STREET NOCLIMATE BONUS	DELINQUENT	318, 327	\$91 00
1006	5X5X8	2 STREET NOCLIMATE BONUS	DELINQUENT		\$91 00
1007	5X5X8	2 STREET NOCLIMATE BONUS	DELINQUENT		\$91 00
1008	5X5X8	2 STREET NOCLIMATE BONUS	OCCUPIED		\$91 00
1009	5X5X8	2 STREET NOCLIMATE BONUS	DELINQUENT		\$91.00
100A	2X2X2	3 STREET HEATED	OCCUPIED		\$33 00
100CM	5X4X6	56 COVERED NOCLIMATE	DELINQUENT	101PR, 102PR	\$180.00
100X	5X5X8	2 STREET NOCLIMATE BONUS	DELINQUENT		\$91.00
101	5X5X8	2 STREET NOCLIMATE BONUS	OCCUPIED		\$91 00
1010	5X5X8	2 STREET NOCLIMATE BONUS	DELINQUENT		\$91 00
1011	5X5X8	2 STREET NOCLIMATE BONUS	DELINQUENT		\$91.00
101X	5X5X8	2 STREET NOCLIMATE BONUS	LIEN		\$91.00
102365	2X3X4	1 STREET NOCLIMATE	DELINQUENT		\$61.00
102X	5X5X8	2 STREET NOCLIMATE BONUS	DELINQUENT		\$91.00
103X	5X5X8	2 STREET NOCLIMATE BONUS	DELINQUENT		\$91.00
105X	5X5X8	2 STREET NOCLIMATE BONUS	OCCUPIED		\$91.00
106X	5X5X8	2 STREET NOCLIMATE BONUS	OCCUPIED		\$91.00
107	5X5X8	2 STREET NOCLIMATE BONUS	DELINQUENT		\$91.00
108X	5X5X8	2 STREET NOCLIMATE BONUS	DAMAGED		\$91.00
109X	5X5X8	2 STREET NOCLIMATE BONUS	DAMAGED		\$91 00
11	7X27X7	1 STREET CLIMATE BONUS	OCCUPIED		\$120.00
111	10X10X11	11 STREET NOCLIMATE	DELINQUENT		\$16.00
11111	2X2X2	3 STREET HEATED	DELINQUENT		\$33.00
1112	4X3X4	1 STREET NOCLIMATE	DELINQUENT		\$61.00
1113	5X5X5	2 COVERED NOCLIMATE	DELINQUENT		\$61.00
1114	5X20X10	1 STREET NOCLIMATE	DELINQUENT	157, 2112	\$90.00
113	5X20X10	1 STREET NOCLIMATE	DELINQUENT		\$90 00
114	10X20X8	1 STREET NOCLIMATE	OCCUPIED		\$16 50
115	10X10X8	1 STREET NOCLIMATE	DELINQUENT		\$20 00

Facility Utilization For Entity 990019 By Sizecode

816 F16.45

811 Size

812

813

814

815

816

817

818

819

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821

822

823

824

825

Size	Facility Utilization					New Rates		Rate Change Reason				Occ		
	Sqft Rm	# Rms	Occ	Vac	% Occ	Curr Rate	New Rate	Curr Potl Inc	New Potl Inc	Curr per Sqft	New per Sqft	Curr Occ Inc	New Occ Inc	Occ Inc % Chg
\$ 1X1X1 5 C NOC BONUS	1	2	2	0	100.00%	\$35.00	0.00	\$70.00	\$0.00	\$35.00	\$0.00	\$70.00	\$0.00	(100.0)
\$ 1X1X1 00 C NOC	1	3	3	0	100.00%	\$170.00	0.00	\$510.00	\$0.00	\$170.00	\$0.00	\$510.00	\$0.00	(100.0)
\$ 1X1X2 1 C NOC	1	8	8	0	100.00%	\$4.00	0.00	\$32.00	\$0.00	\$4.00	\$0.00	\$32.00	\$0.00	(100.0)
\$ 1X1X99 99 C NOC BONUS	1	3	3	0	100.00%	\$110.00	0.00	\$330.00	\$0.00	\$110.00	\$0.00	\$330.00	\$0.00	(100.0)
\$ 2X2X2 5 S NOC	4	5	5	0	100.00%	\$4.00	0.00	\$20.00	\$0.00	\$1.00	\$0.00	\$20.00	\$0.00	(100.0)
\$ 2X2X2 3 S HEA	4	15	15	0	100.00%	\$33.00	0.00	\$495.00	\$0.00	\$8.25	\$0.00	\$495.00	\$0.00	(100.0)
\$ 2X3X4 1 S NOC	6	4	4	0	100.00%	\$61.00	0.00	\$244.00	\$0.00	\$10.17	\$0.00	\$244.00	\$0.00	(100.0)
\$ 2X4X6 1 C NOC	8	0	0	0	0.00%	\$4.00	0.00	\$0.00	\$0.00	\$0.50	\$0.00	\$0.00	\$0.00	0.0
\$ 4X3X4 1 S NOC	12	5	5	0	100.00%	\$61.00	0.00	\$305.00	\$0.00	\$5.08	\$0.00	\$305.00	\$0.00	(100.0)
\$ 5X4X6 56 C NOC	20	10	9	1	90.00%	\$180.00	0.00	\$1,800.00	\$0.00	\$9.00	\$0.00	\$1,620.00	\$0.00	(100.0)
\$ 5X5X5 2 C NOC	25	5	5	0	100.00%	\$61.00	0.00	\$305.00	\$0.00	\$2.44	\$0.00	\$305.00	\$0.00	(100.0)
\$ 5X5X5 1 C NOC	25	40	38	2	95.00%	\$16.00	0.00	\$640.00	\$0.00	\$0.64	\$0.00	\$608.00	\$0.00	(100.0)
\$ 5X5X8 2 S NOC BONUS	25	67	64	3	95.52%	\$91.00	0.00	\$6,097.00	\$0.00	\$3.64	\$0.00	\$5,824.00	\$0.00	(100.0)
\$ 5X5X8 2 S NOC	25	85	84	1	98.82%	\$91.00	0.00	\$7,735.00	\$0.00	\$3.64	\$0.00	\$7,644.00	\$0.00	(100.0)
\$ 5X5X15 55 C NOC BONUS	25	0	0	0	0.00%	\$16.00	0.00	\$0.00	\$0.00	\$0.64	\$0.00	\$0.00	\$0.00	0.0
\$ 5X8X10 75 1 C NOC	40	0	0	0	0.00%	\$60.00	0.00	\$0.00	\$0.00	\$1.50	\$0.00	\$0.00	\$0.00	0.0
\$ 5X10X8 5 1 C NOC	50	0	0	0	0.00%	\$40.00	0.00	\$0.00	\$0.00	\$0.80	\$0.00	\$0.00	\$0.00	0.0
\$ 5X20X10 1 S NOC	100	0	0	0	0.00%	\$90.00	0.00	\$0.00	\$0.00	\$0.90	\$0.00	\$0.00	\$0.00	0.0
\$ 6X6X6 6 S NOC	36	0	0	0	0.00%	\$9.00	0.00	\$0.00	\$0.00	\$0.25	\$0.00	\$0.00	\$0.00	0.0
\$ 6X6X8 10 S CLI BONUS	36	0	0	0	0.00%	\$60.00	0.00	\$0.00	\$0.00	\$1.67	\$0.00	\$0.00	\$0.00	0.0
\$ 6X6X8 666 C NOC	36	0	0	0	0.00%	\$120.00	0.00	\$0.00	\$0.00	\$3.33	\$0.00	\$0.00	\$0.00	0.0
\$ 6X6X654 ASD C NOC	36	0	0	0	0.00%	\$59.00	0.00	\$0.00	\$0.00	\$1.64	\$0.00	\$0.00	\$0.00	0.0
\$ 7X5X12 1 E CLI	35	4	4	0	100.00%	\$16.00	0.00	\$64.00	\$0.00	\$0.46	\$0.00	\$64.00	\$0.00	(100.0)
\$ 7X27X7 1 S CLI BONUS	189	0	0	0	0.00%	\$120.00	0.00	\$0.00	\$0.00	\$0.63	\$0.00	\$0.00	\$0.00	0.0
\$ 12X12X12 1 C NOC	144	0	0	0	0.00%	\$16.99	0.00	\$0.00	\$0.00	\$0.12	\$0.00	\$0.00	\$0.00	0.0
\$ 20X15X10 99 S NOC	300	0	0	0	0.00%	\$17.00	0.00	\$0.00	\$0.00	\$0.06	\$0.00	\$0.00	\$0.00	0.0
\$ 20X20X8 1 S NOC	400	0	0	0	0.00%	\$18.00	0.00	\$0.00	\$0.00	\$0.05	\$0.00	\$0.00	\$0.00	0.0
\$ 20X25X9 9 S NOC	500	0	0	0	0.00%	\$19.00	0.00	\$0.00	\$0.00	\$0.04	\$0.00	\$0.00	\$0.00	0.0
\$ 25X25X10 1 S NOC	625	0	0	0	0.00%	\$44.95	\$0.00	\$0.00	\$0.00	\$0.07	\$0.00	\$0.00	\$0.00	0.0
\$ 65X6X9 6 C NOC	390	0	0	0	0.00%	\$100.00	0.00	\$0.00	\$0.00	\$0.26	\$0.00	\$0.00	\$0.00	0.0
Summary:	4231	256	249	7		\$3,069.44	\$0.00	\$18,647.00	\$0.00	\$393.42	\$0.00	\$18,071.00	\$0.00	

Reset

Update

\$ = View Rate History For Sizecode

Previous

850
↘

852

3. Type Your Message Below. Click SAVE When Ready To Send

Enter Data In These Fields

Select An MCO Or Type An Entity Click Ok To Display The List of People Working At This Entity

854

BackSave

FIG. 46

200220 FEB 28 01

860

Letter Templates For California



2ND STAGE
4TH STAGE DEL
AUCTION RESULTS
AUTOPAYMENT
EVICTON NOTICE
INVOICING
LATE NOTICE
LIEN SALE
OPTION LETTER
OVERPAYMENT
PARTIAL PAYMENT
RATE CHANGE
ROOM # CHANGE
SALE AND SEIZURE
TAX CHANGE
UNDERPAYMENT

Click Underlined Title To View Letter

Previous

Add

Replicate

F16. 47

2002220" EST 2007

870

Letter Template

Fields	Letter Name: LIEN SALE	Entity Printable <input type="checkbox"/>
AUCTION	<<EntityLabel>>	
AuctionDate	Date: <<TodayDate>><div align=center>LIEN	
AuctionProcTot	SALE</div>	
AuctionResScrp		
CUSTOMER	<<CustomerLabel>>	
CustAddress	Dear <<CustomerName>>,	
CustomerLabel	Your right, as occupant, to use and access storage	
CustomerName	room #<<RmNumber>> has been terminated, and the	
DATE	contractual landlord's lien contained in the Self-	
InvoiceDate	Storage Rental Agreement has been imposed.	
LastPayDate		
NewRateEffDate		

Input a Valid WebSelfstorage Entity

Entity:

Type Letter In Text Area Above

Double-Click The FIELD NAME In The List On The Left To Add It To The Letter.

Required Information

FIG. 4 8

Site Business Rules For 990019

FIG. 49

☐ Deactivated Entity

↑ Rent Rules

What letter do you want to use for room number-changes?	ROOM # CHANGE
Rent applied on:	MOVE IN DATE (ANNIVERSARY)
If calendar day is used, what day of the month do you want charges posted?	1
Would you like to provide invoice billing to your customers?	Yes
If yes, how many days before due date do you want to create the invoice?	40
Do you provide monthly billing?	Yes
If yes, how much will you charge for billing on a monthly basis?	\$2 00
If yes, what letter do you want to use?	INVOICING
Do you provide quarterly billing?	Yes
If yes, how much will you charge for quarterly billing?	\$10.00
If yes, what letter do you want to use?	INVOICING
Do you provide semiannual billing?	Yes
If yes, how much will you charge for billing on a semiannual basis?	\$15 00
If yes, what letter do you want to use?	INVOICING
Do you provide annual billing?	Yes
If yes, how much will you charge for billing on an annual basis?	\$20.00
If yes, what letter do you want to use?	INVOICING
Require the user to collect a vacate date from the customer?	No
Does location allow prorating Move-Ins?	No

↑ Reservation Rules

Allow the taking of reservations?	Yes
Allow the taking of REMOTE reservations?	Yes
How many days after expected move in do you want a reservation to no show?	90
How many days in the future will you allow a reservation to be made?	30
What reservation-confirmation letter is used?	INVOICING
Green/Set Low Occupancy % - Okay to Make Reservations	0
Green/Set High Occupancy % - Okay to Make Reservations	96
Yellow/Set Low Occupancy % - Caution Making Reservations	97
Yellow/Set High Occupancy % - Caution Making	

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Reservations	98
Red/Set Low Occupancy % - Do Not Make Reservations	99
Red/Set High Occupancy % - Do Not Make Reservations	100
Do not allow reservations for a sizecode when available rooms are below this number.	1
How many days should quote be held before purging?	1
↑ Customer Rules	
Is tax-exempt status available for tenants at this facility?	No
Do you charge an administration fee?	No
If yes, is it required?	Yes
If yes, is it reversible?	Yes
If yes, what is the administrative fee amount?	\$50 00
↓ Move In Rules	
Do you require that new tenants provide an alternate contact?	Yes
Do you require addresses to be collected on alternate contacts?	No
Disable password prompt when saving a contract?	Yes
Do you allow business-customer types?	Yes
Do you allow corporate-customer types?	Yes
Do you allow individual-customer types?	Yes
Do you allow system use-customer types?	Yes
↓ Payment Rules	
Do you allow customers to autopay their rooms?	Yes
If yes, what letter do you want to use for auto payments?	AUTOPAYMENT
Auto Authorization	
Are you running a credit card authorization system?	Yes
If yes, what type of credit card system are you running?	VERISIGN
What type of check system are you running?	NONE
Payment Types	
Do you accept cash?	Yes
Do you accept business checks?	Yes
Do you accept cashier's checks?	Yes
Do you accept personal checks?	Yes
Do you accept traveler's checks?	Yes
Do you accept coupons?	Yes
Do you accept American Express credit cards?	Yes
Do you accept Discover credit cards?	Yes

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Second Delinquency	
Number of days late before creating second delinquency letter and applying late fee?	15
What is the second late fee charge?	\$1 00
What letter is sent for the second delinquency notice?	TEST ETTER 4
Third Delinquency	
Number of days late before creating third delinquency letter and applying late fee?	20
What is the third late fee charge?	\$0.00
What letter is sent for the third delinquency?	1ST LATE NOTICE
Fourth Delinquency	
Number of days late before creating fourth delinquency letter and applying late fee?	23
What is the four late fee charge?	\$1 00
What letter is sent for the fourth delinquency?	1ST LATE NOTICE
Fifth Delinquency	
Number of days late before creating fifth delinquency letter and applying late fee?	26
What is the fifth late fee charge?	\$0.00
What letter is sent for the fifth delinquency?	1ST LATE NOTICE
Lien Sale Notification	
Number of days late before a customer is in lien status?	30
What is the lien sale notice fee?	\$50.00
What letter is sent for the lien sale notification?	LIEN SALE
↑ Auction Rules	
How many days after lien sale notice can the contents of the room be auctioned?	30
What letter do you want to use for auction-notification letters?	AUCTION NOTICE
Does your auction letters need to be printed manually?	Yes
What time is an auction usually held at this location? (including a.m./p.m.)	7 00 a.m.
What letter do you want to use to notify customers of their new balance after goods sold at auction?	INVOICING
↑ Gate Access Rules	
What security gate access system do you use?	PTI FALCON
What is the default time zone value for the security gate system?	1
What is the name of your server machine?	STORAGE-IIS
↑ Tax Rules	

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What is your STORAGE tax rate percentage?	035
What letter do you want to use for STORAGE tax rate changes?	TAX CHANGE TEST ONLY
What is your RETAIL tax rate percentage?	.10
Reporting	
For Facility Utilization Report how many delinquency steps do you use, not including Lien?	3
Number of days late before entering first step?	3
Number of days late before entering second step?	15
Number of days late before entering third step?	0
Number of days late before entering fourth step?	0
Number of days late before entering fifth step?	0
Number of days late before entering Lien?	30
Miscellaneous	
Does this location Print Letters to Alternate Contact?	Yes
What is the Manager Name you want printed on Letters?	chris bierman
Use Site Maps?	Yes

Previous

Save

Replicate

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Do you accept MasterCard credit cards?	<input type="button" value="Yes"/>
Do you accept Visa credit cards?	<input type="button" value="Yes"/>
Do you accept money orders?	<input type="button" value="Yes"/>
Do you allow system use accounts?	<input type="button" value="Yes"/>
Do you accept U-Haul Corporate Accounts?	<input type="button" value="Yes"/>
↑ Over/Partial Payment Rules	
Do you want to create an overpayment letter when customer overpays?	<input type="button" value="Yes"/>
If yes, what day do you want to create this letter?	<input type="button" value="DAY OF PAYMENT"/>
If yes, what letter do you want to use for this overpayment?	<input type="button" value="OVERPAYMENT"/>
Do you want to create a partial pay letter when customer under pays?	<input type="button" value="Yes"/>
If yes, what day do you want to create this letter?	<input type="button" value="Ten Days before next Payment"/>
If you use one partial payment letter, which should it be?	<input type="button" value="PARTIAL PAYMENT"/>
↑ Rate Change Rules	
Do you want to apply rate changes to rented rooms?	<input type="button" value="Yes"/>
If yes, how many day's notice must you give the customer before changing their rates?	<input type="button" value="1"/>
If yes, at the time of move in, for how many days do you guarantee the current rate?	<input type="button" value="20"/>
If yes, what letter do you want to use for rate change letters?	<input type="button" value="RATE CHANGE"/>
↑ Delinquency Rules	
How many delinquency steps do you use, not including Lien?	<input type="button" value="5"/>
Miscellaneous Delinquency Rules	
Should services be dropped when a customer is delinquent?	<input type="button" value="Yes"/>
Which delinquency schedule do you want to use?	<input type="button" value="DELINQUENCY FEES"/>
Rate Percentage Rules	
If delinquent and room rent is less than \$ <input type="text" value="40"/> charge this amount \$ <input type="text" value="7.5"/> .	
If delinquent and room rent is between \$ <input type="text" value="41"/> and \$ <input type="text" value="100"/> charge this amount \$ <input type="text" value="45"/> or <input type="text" value="20"/> % of the rent, whichever is greater.	
If delinquent and room rent is greater than \$ <input type="text" value="100"/> charge this amount \$ <input type="text" value="60"/> or <input type="text" value="50"/> % of the rent, whichever is greater.	
First Delinquency	
Number of days late before creating first delinquency letter and applying late fee?	<input type="button" value="2"/>
What is the first late fee charge?	<input type="button" value="\$10 00"/>
What letter is sent for the first delinquency?	<input type="button" value="1ST LATE NOTICE"/>

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